

Grade : FOG LTM	Profile reference: JPP366
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Role Specific Profile: Field Operations Lead Team Member (FOG LTM)

- This profile is generic to the Field Operations Lead Team Member (LTM) role. It does not reflect Levels 1, 2 and 3 or Steps A, B or C for the role but aims to outline the requirements of the role broadly. The differences between levels are described in the Levels Profile document and differences between the steps are described in the [Field Operations Workbooks](#).*
- The examples provided in this profile are indicative and not exhaustive.*

Field Operations Description

Field Operations teams protect people and the environment by maintaining and operating our flood and coastal risk management assets, and responding to incidents.

Field Operations teams are an essential part of 'lifecycle delivery' within the Asset Management Model, mainly the "Operate" and "Maintain" components. They work closely with and/or support a number of other teams across the business who carry out Asset Management and/or environment management activities.

Working collaboratively, Field Operations teams identify and report faults with flood risk assets, conduct maintenance checks, highlight factors that could result in asset failure and complete assessments to help keep the public safe from risks associated with assets. Field Operations teams also participate in incident response, in and outside of normal working hours.

Purpose Statement

The contribution and key purpose of roles at this grade. It indicates the typical degree of independence these roles hold.

The purpose of the role is to lead and supervise the delivery of allocated operational and maintenance activities in the asset management lifecycle and provide an appropriate emergency response for the Environment Agency. The LTM will deliver these activities alongside Team Members, typically undertaking more complex and specialised tasks than Team Members.

LTMs lead the on-site problem solving for their team, considering different approaches within defined procedures to decide on the most appropriate solution. More complex issues require specialist training, knowledge and experience to resolve. If necessary, the jobholder will escalate problems to appropriate people within and outside of the team.

The LTM uses judgement to make improvements by combining existing ideas in new ways or adapting existing routines or practices. Where there is substantial change from existing guidance, approval is required.

The LTM reports to the Field Team Leader.

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Representative Accountabilities

The key areas of work and responsibilities for these roles. Points identify typical areas of outputs and suggest anticipated results but are not exhaustive or specific.

The following are specific to LTMs:

- Ensures assets are able to operate as required, in-line with asset procedures and the operatives training, reporting any defects that may effects operation.
- Supports the Site Liaison Officer who manages the site/asset on a day to day basis.
- Allocates and monitors work on site to Team Members, such as cutting grass on flood banks and clearing debris from trash screens. Confirms completion of required tasks to required standards and quality.
- Carries out checks to ensure all staff on sites they manage, including contractors, are competent for designated activities. This does not apply to checking CDM responsibilities, unless the LTM is trained and qualified under CDM to fulfil this role.
- Acts as escalation point for Team Members, handling problems that cannot be resolved within existing guidance, to bring about timely resolution and maintain service levels and performance indicators. Where these issues cannot be resolved within the capability of the role holder, they are referred to the appropriate person.
- Provides expertise on best practice methodology and operation of equipment within own competency, or arranges through other suitable LTMs. Shares relevant information, such as revisions and updates to operational instructions and toolbox talks, to ensure the team's knowledge is current and in line with organisational guidelines.
- Coaches and mentors Team Members and colleagues to increase skills, knowledge and experience. Examples could include, helping others to:
 - improve their competence on operating a piece of equipment/plant
 - grow their confidence to operate an asset in the event of a power failure
 - adapt to new technologies or systems
 - understand operational instructions and construction information
- Assists Specialist Team Members and Asset Performance teams to plan maintenance programmes. For example, leading site visits or providing specialist knowledge to inform maintenance design or mitigate asset failure
- Provides support to Specialist Team Members to produce planned risk management documentation relating to sites they manage, for example Construction Phase Plans/Site Packs.
- Source, arrange and receive delivery of materials and plant on-site.

The following are common to LTM and Team Member roles:

Note: LTM typically leads or carries out tasks of greater risk or requiring additional technical expertise.

- Leads Team Members to locate, operate and maintain assets in the team's catchment. LTMs are required to operate and maintain more complex assets, such as pumping stations and tidal barriers, except where these are maintained/operated by others.

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- Produces dynamic risk management and unplanned risk management documentation for low risk incident response activities. Identifies and escalates higher-risk activities to Specialist Team Member.
- Leads on site response to incidents inside and outside of normal working hours by participating, training and exercising in an incident standby role.
- Leads Team Members, and others, in the deployment of sandbags, temporary barriers, mobile pumps and pollution equipment.
- Enables access for contractors carrying out services/inspections.
- Handles complex enquiries and customers, such as landowners, partners and members of the public.
- Coordinates the inspection, maintenance and fault-reporting of equipment, such as tools, personal protective equipment, vehicles and plant.
- Carries out additional reasonable business related requests.

Typical skills, knowledge and experience

The knowledge, skills and experience indicated usually reflect the minimum levels required for competent performance in the role.

- Requires experience in field operations or related environment, ideally using tools, working with and around plant.
- Required to be literate and numerate.
- Computer literate. Competent using IT devices, such as an iPad, and willing to learn our in-house systems.
- Willingness to undertake specialist and/or further training when necessary.
- The following are desirable:
 - People management
 - An understanding of risk
 - Relevant vocational qualifications in a related discipline and/or professional area

Expectations for these roles

Sets relevant expectations for roles at this grade, including health and safety, equality and diversity, communications required, quality assurance and level of organisational wide understanding required for role.

- Ensures Team Members adhere to health, safety and wellbeing legislation and procedures and environmental procedures to deliver the work programme safely. Promotes awareness and follows safe working practices that comply with Environment Agency policies and standards.
- Promotes inclusion by respecting differences in our workforce and helps build a supportive and engaging workplace.
- Maintains good customer focus. Required to communicate effectively and influence others in everyday working relationships. Sometimes communicates outside of own area of activity and is required to explain technical issues to a non-technical audience.

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- Has good understanding of customer and colleague requirements. Interprets and communicates the work of the Environment Agency and the role Field Operations has in achieving the organisational objectives.
- Required to use personal effectiveness to carry out tasks and answer queries effectively.
- Required to use judgement to resolve problems or escalate potential issues.

Grade Distinction

Outlines the difference in expectations and/or accountabilities for roles at grade above and below this profile.

Team Members:

- Support the delivery of team outputs and are supervised by Lead Team Members.
- Solve problems by choosing from available options, whereas Lead Team Members consider different methods within a defined framework.
- Interact with colleagues and customers on routine queries.
- Do not typically require previous experience or training in field operations or related environment.

Specialist Team Members:

- Act as the technical liaison between Asset Performance team and the Field Team.
- Plan and allocate maintenance and/or operational activities for sites.
- Lead response to incidents and identify, organise, and coordinate incident training and exercises.
- Provide expert knowledge on health, safety, and wellbeing legislation, and environmental and risk management requirements.